Inspection Process Project

March 2019
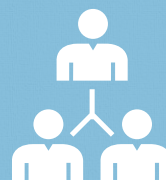
Community Care Licensing Division

Implementation

Phase 1

- Develop and pilot Comprehensive Tools (ASC/CRP) or Interim Standard and Domain Focused Tools (CCP)
- Develop and implement staff training

Phase 2

- Collect and analyze data
- Develop Standard Tool (ASC/CRP) or Comprehensive (CCP).

Phase 3

- Collect and analyze data
- Revise tools and train staff
- Implement tools
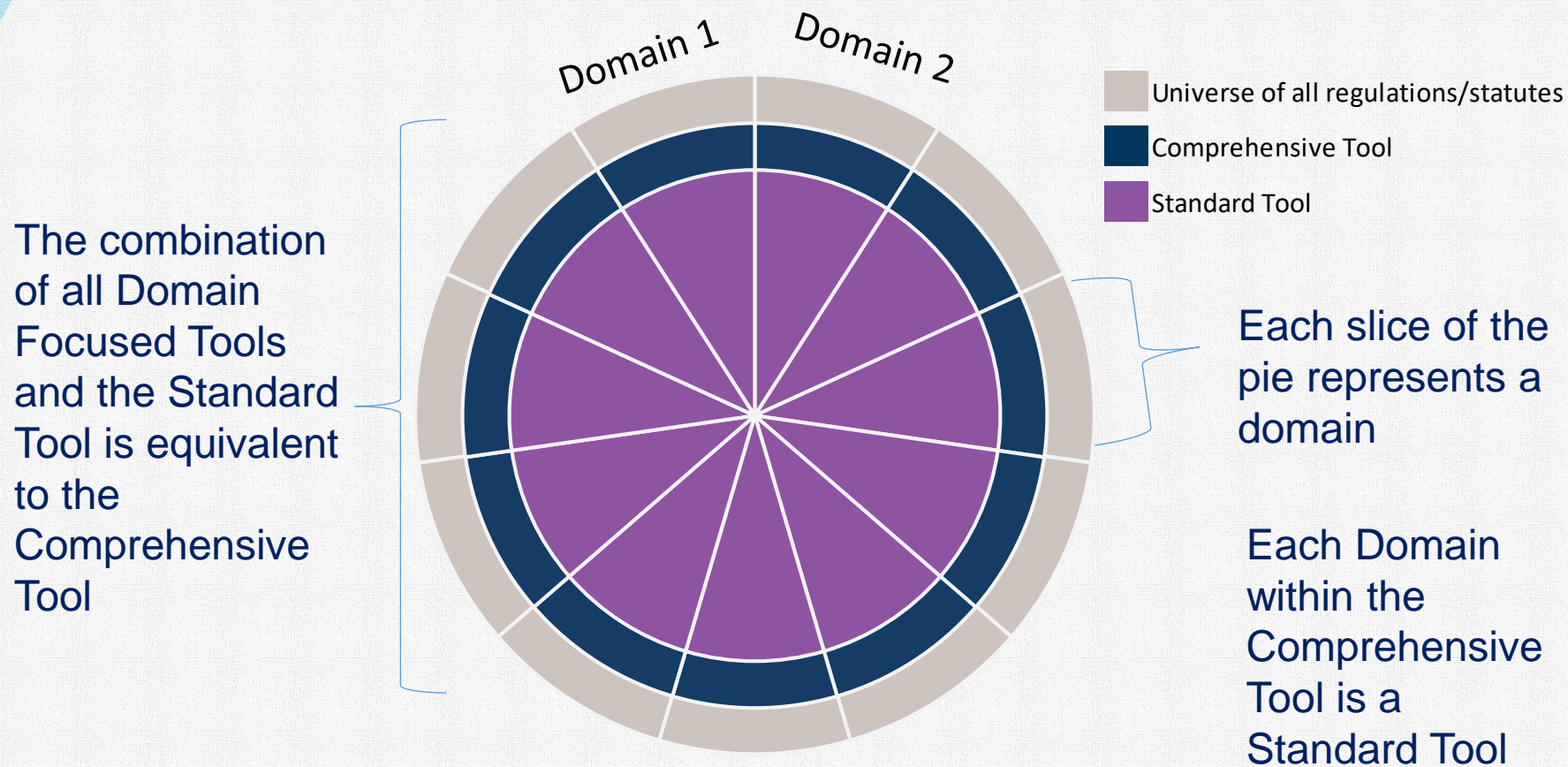- Transition to ongoing CQI process

Phase 4

- Collect and analyze data
- Update and refine tools

Stakeholder and Legislative Engagement Process

Inspection Tools Structure

The combination of all Domain Focused Tools and the Standard Tool is equivalent to the Comprehensive Tool

Domain 1 Domain 2

Universe of all regulations/statutes

Comprehensive Tool

Standard Tool

Each slice of the pie represents a domain

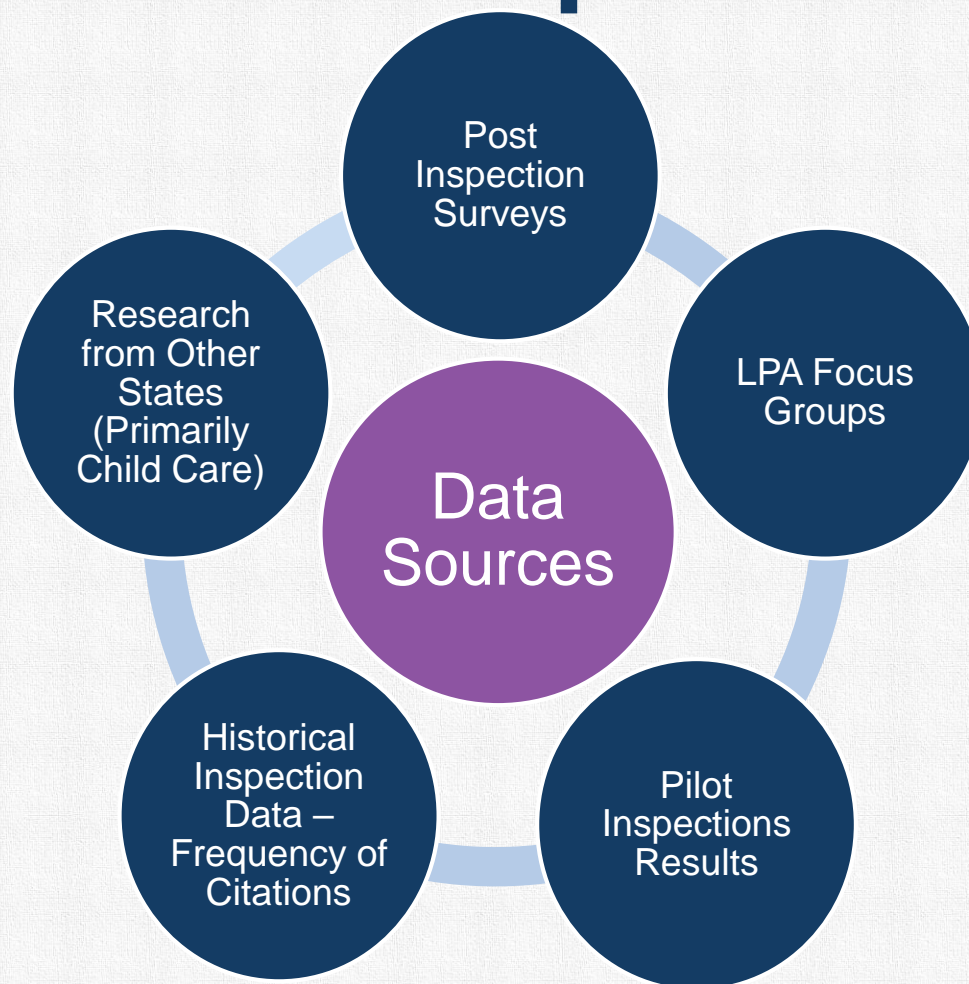Each Domain within the Comprehensive Tool is a Standard Tool

Tool Development

A Balanced Approach to Tool Development:

- Risk Assessment and Review by Subject Matter Experts

- Considerations for Process and Implementation/Practicality

- Considerations for Statistical Validity

Process & Implementation

Statistical Validation

Health & Safety

Risk Assesment

Data Sources for Tool Development

Data Sources

- Post Inspection Surveys
- LPA Focus Groups
- Pilot Inspections Results
- Historical Inspection Data – Frequency of Citations
- Research from Other States (Primarily Child Care)

Projected Timeline

Spring 2019

ASC: Senior Care Tool Refinement. Adult Care Tool Development and Pilot Preparation.

CCP: Pilot Preparation and Implementation.

CRP: Tool Development and Pilot Preparation.

Summer 2019

CCP: Pilot Implementation and Analysis.

CRP: Pilot Preparation.

Fall 2019

CCP: Pilot Analysis.
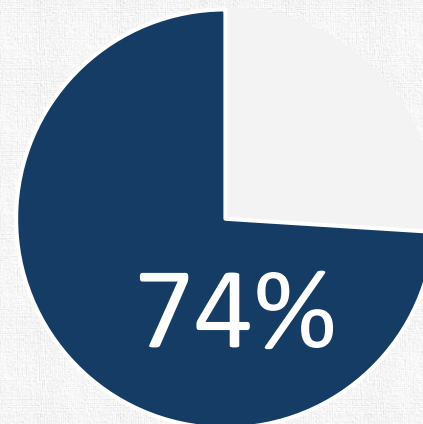
CRP: Pilot Implementation.

Timelines are fluid and will continue to change based upon what we learn and other CCL priorities.

Senior Care Pilot Overview

# **Highlights of CSUS Pilot Findings**

- There was an overall acceptable level of inter-rater reliability in implementing the Senior Care Tools (74%)

  - Focused training to improve this score has begun.

74%

Citations

- Compared to three-year average, a comparable number of citations were issued. However the type changed.

  - Type A were down 29% and Type B's were up 60%

29%

Type A

60%

Type B

%
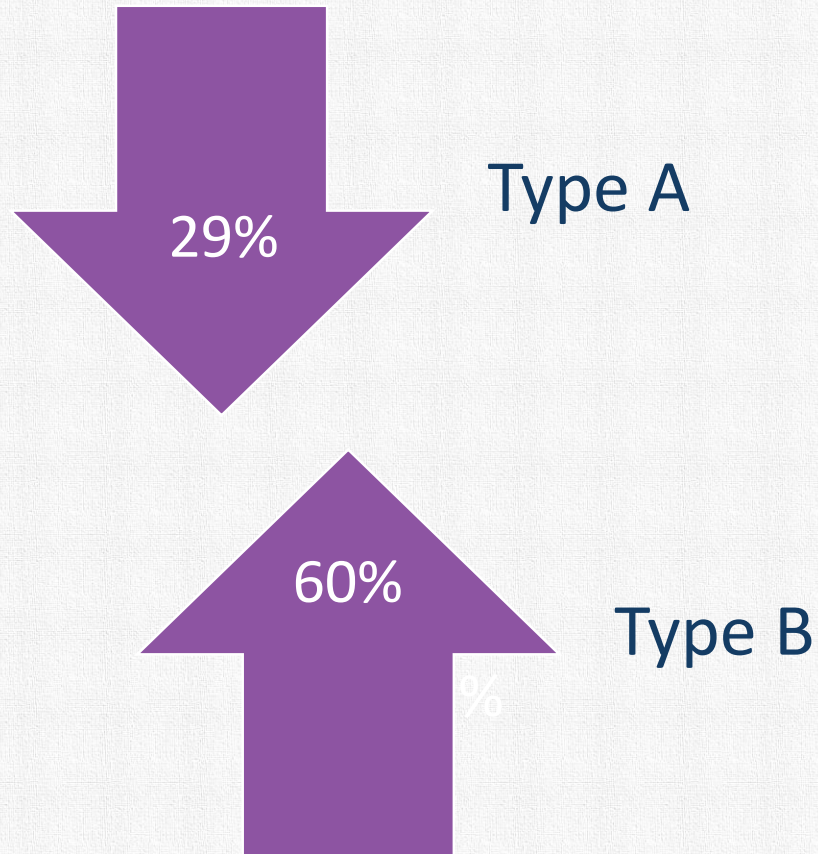
Licensee Survey Results

Licensees thought the new process helpful.

75%

- Increased their understanding of statutes and regs.
- Information in the pre-inspection checklist, entrance conference, and tool.
- Supportive, professional relationships with LPAs and helpful information provided by LPAs.
- Thoroughness of the inspection.
- Increased focus on clients and the purpose of operating facilities.

Licensee Survey Results

60% Thought the new process was too long.

55% Received at least 1 citation.

- 55% of this group said the number of citations received was the same as in the past, 28% reported they received a greater number, 17% a lower number.

LPA Post-Inspection Survey Results

About 80% of LPAs reported the new process was more thorough and promotes consistency.

- Easy access to regulations, comprehensiveness.
- Tablet, stylus, check boxes, auto-population made it easier to conduct
- Opportunities to engage with facilities

About 90% thought the process was too long.

- They provided detailed ideas to improve content, process and user experience.

Digging Deeper:
LPA Focus Group Findings

- Sessions gathered more detail on inspection process, organization, content, redundancies
- Most LPAs said practice is changing
  - More thorough – review more regulations each visit
  - More consultative – increased dialog on regulations
  - More deliberative – pause to consider what is most appropriate: Type A or B deficiency, TV or TA

Pilot Methods

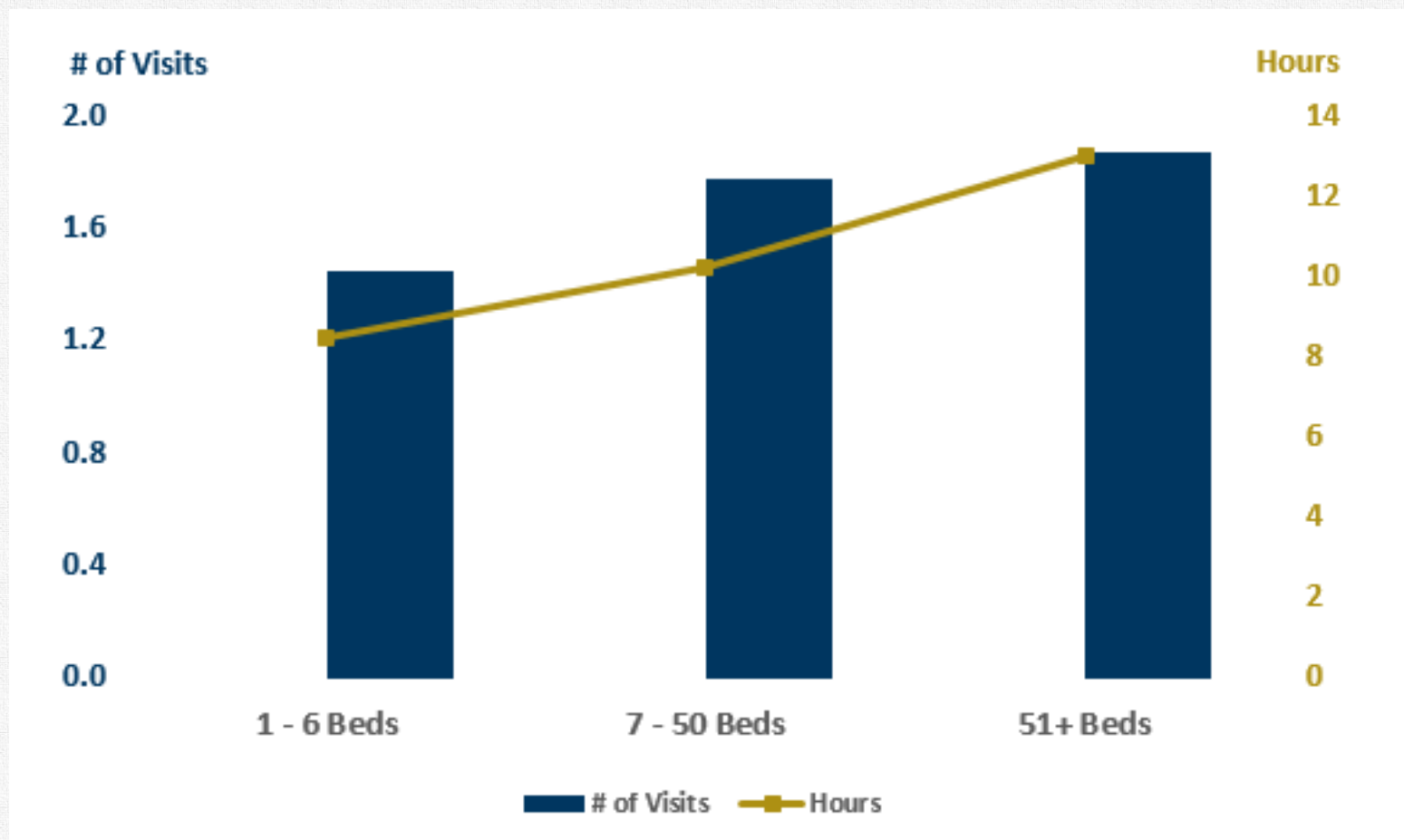179 facilities included in pilot inspection data analysis

- 18 pre-licensing inspections (excluded from analyses)

19 inspections with shadow LPM (for inter-rater reliability)

- 4 inspections excluded due to missing data

Total 201 Inspections

Average Inspection Length

Tool Development

- Internal Structure
  - Analyzing patterns to help determine which regulations to include in the standard tool

- Content
  - MUST include mandated requirements
  - SME decisions
    - Criticality/risks from violation of reg
    - Representation of regs v. redundancies in each domain

- Logistical considerations
  - Time required to complete inspections based on number of regulations

Next Steps

Senior Care: Create Standard Tool and revise Comprehensive Tool based on pilot findings and Subject Matter Expert Workgroup feedback.

Adult Care: Develop Comprehensive Tools. Prepare for Pilot.

Child Care: Develop Interim Standard Tool and Specialty Tools. Prepare for Pilot.

Children's Residential: Develop Comprehensive Tools. Prepare for Pilot.